

During 2003, The Monroe County Office of Mental Health continued to work with other County Departments, consumers and families, providers, State Offices and other community constituencies to address identified needs for mental hygiene services, with the following highlights noted:

2003 Major Accomplishments

- Continued assessment of consumer and family needs and perspectives, including focus groups with consumers. Increasing consumer and family member involvement in planning activities continues to be a priority.
- Continued to advance the collaborative efforts of the Monroe County Office of Mental Health with other Department of Human and Health Services Divisions:
 - Developed a pilot project to focus on issues related to obtaining social security benefits for persons with mental illness who are receiving public assistance benefits.
 - Collaborative efforts with the Division of Social Services and Youth Bureau related to services for the homeless.
 - Worked to ensure that health care and welfare reform efforts result in improvements in quality of care, increased responsiveness to consumers and more cost effective service delivery.
 - Continued refinement of chemical dependency client tracking and monitoring system for treatment compliance.
- Development of employment opportunities for persons with mental hygiene disabilities, including older adolescents and young adults. Priority strategies to improve vocational outcomes for persons with disabilities recommended by a community –wide Employment Services Task Force continue to be implemented.
- The Western New York Care Coordination Project has entered the implementation stage. This project focuses on high need individuals with serious mental illness, ensuring that they receive the appropriate array of individualized services and supports to successfully live in the community.
- A performance management system has been developed, which includes the establishment of outcomes, indicators and measures for behavioral health services. This system measures a number of key areas for each program and disability area.
- Worked with state offices and community providers to implement Evidence-Based Practices in the mental health service system, including the Western New York Care Coordination Project, Family Psycho-Education and the STAR Project.
- Expanded and enhanced services for high need/high risk special populations, such as children with serious emotional disturbances, and individuals with mental illness and/or chemical dependency who are involved in the criminal and juvenile justice systems. Accomplishments in this area include the Youth and Family Partnership Project, Single Points of Accessibility for Children and Adults, and the Road to Recovery treatment alternative to prison
- In collaboration with NAMI Rochester and the University of Rochester, sponsored a Mental Illness/Criminal Justice Conference, focusing on addressing issues related to individuals with mental illness who are involved with various aspects of the criminal justice system.
- Improved housing options for individuals with mental illness, including the conversion of an adult care facility to a service-enriched mental health single room occupancy residence to improve the quality of care and better meet the mental health care needs of residents.
- Expansion of case management and care coordination services for high need populations, including the expansion of the Assertive Community Treatment Team and further development of the Western New York Care Coordination Project

2004 Major Objectives:

- Continue to work with state offices and community providers to expand the implementation of Evidence-Based Practices in the mental health service system.
- Continue to expand and enhance services for high need/high risk special populations, such as children with serious emotional disturbances and individuals with mental illness and/or chemical dependency who are involved in the criminal and juvenile justice systems.
- Incorporate additional mental health service components (Residential Treatment Facilities, other residential/inpatient programs) into the Single Point of Accessibility for Children improve access and coordination of services.
- Continue efforts to improve cultural competence among mental hygiene service providers, including continued training opportunities and technical assistance.
- Continued development of the Western New York Care Coordination Project and other initiatives that focus on individualized care for persons with mental illness.
- Work with mental health providers and long term care facilities to increase the availability of mental health supports in nursing homes. This included the provision of psychiatric services and consultation to nursing homes to assist these providers to accept and serve high need elderly individuals with mental illness in the nursing homes.
- Work with developmental disabilities services to improve the coordination and access to services for individuals who are dual diagnosed with a mental health illness and mental retardation/developmental disabilities.
- Increase parent advocacy services, including the placement of a parent advocate at Juvenile Probation to work with families who have children with serious emotional disturbances and are involved with the juvenile justice system.
- Continue to advance the collaborative efforts of the Office of Mental Health with other Divisions of the Department of Human and Health Services:
 - Work with the Division of Social Services to address issues related to obtaining social security benefits for persons with serious mental illness, including the evaluation of the pilot project begun in 2003, as well as other issues related to mental hygiene services needs.
 - Work with the Office for the Aging and the Adults/Older Adults Care Path to address issues related to mental hygiene services for older adults.
 - Work with the Youth Bureau and the Child and Family Care Path to address issues related to mental hygiene services for children and families.
- Work with the Public Safety sector to assess and determine the most appropriate way to meet the mental health needs of inmates of the Monroe County Jail and Correctional Facility.
- Reduce the need for court-ordered mental health treatment in forensic mental hygiene facilities through the development of alternative methods to meet the mental health needs of the criminal justice population.
- Increase peer and non-traditional recovery oriented services in the mental health system.